

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

November 9, 2015
9:00 – 10:30 a.m.
550 S. Vermont Ave., 10th Floor Conference Room
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Karen Lee, M.D./Carol Eisen, M.D., Co-Chairs

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:30	SA QIC Reports & Countywide Children's QIC Report	QIC Members
III	9:30 – 9:35	Clinical Quality Improvement ➤ OMD Report	K. Lee M. O'Donnell
IV	9:35 – 9:45	➤ Test Calls Schedule - Calendar Year 2016 ➤ American Sign Language Providers/Hearing Impaired Policy 200.02 ➤ SA QI Project Update ➤ STATS Report Access	N. Kasarabada
V	9:45 – 9:55	➤ MHSIP – November 2015 Survey ➤ Completed vs. Returned ➤ Drop off to QID/Survey Sample ➤ Q & A	N. Kasarabada V. Joshi
VI	9:55 – 10:10	Patients' Rights Office ➤ Annual Grievance and Appeals Report – FY 14-15 ➤ New ABGAR form ➤ PRO Policy Updates	M. Hernandez
VII	10:10 – 10:20	Urgent and Non-Urgent Appointment DHS requests to ACCESS	M. Tredinnick
VII	10:20 – 10:25	Cultural Competency Updates	S. Chang Ptasinski
IX	10:25 – 10:30	Policy Update – Office of Compliance	R. Faveau
		Announcements:	

Next Meeting
December 14, 2015
9:00 – 10:30 a.m.
550 S. Vermont Ave. 10th Floor Conference Room
Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	November 9, 2015	
Place	550 S. Vermont Ave., 10 th Floor Conf. Rm.	Start Time:	9:00 a.m.	
Chair	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.	
Co-Chair	Carol Eisen, M.D./Karen Lee, M.D.			
Members Present	Antonio Banuelos; Barbara C. Engleman; Barbara Paradise; Bertrand Levesque; David Tavlin; Debi Berzon-Leitelt; Debra Mahoney; Emilia Ramos; Gassia Ekizian; Greg Tchakmakjian; Karen Lee; Kimber Salvaggio; Lisa Harvey; Leticia Ximenez; Margaret Faye; Maria Gonzalez; Martin Hernandez; Mary Ann O'Donnell; Michael Tredinnick; Michelle Munde; Michelle Rittel; Misty Aranoff; Monika Johnson; Randolph Faveau; Sandra Chang-Ptasinski; Tonia Amos Jones; Vandana Joshi;			
Excused/Absent Members	Anahid Assatourian; Ann Lee; Aprill Baker; Carol Eisen; Caesar Moreno; Elisabeth Gildemontes; Helena Ditko; Jamie Walker; Theodore Cannady; Pamela Inaba			
Agenda Item & Presenter	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.		QIC members attended this meeting.	Dr. Kasarabada
Review of Minutes	The September minutes were reviewed.		Minutes were reviewed and approved as noted.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC's Reports & Countywide Children's QIC Report	SA 1: Dr. Ximenez presented on Parameters for Spiritual Support. State Performance Outcomes Survey training was conducted by Mr. Adegbola.	Next meeting: January 5, 2016.	B. Paradise
	SA 2 Adult: Adult and Children's meeting were combined in September for the Parameters for Spiritual Support presentation by Dr. Ximenez.	Next meeting: November 19, 2015.	K. Salvaggio
	SA 2 Children: Information from previous Departmental QIC meeting was discussed. In the meantime, Ms. Rittel is communicating with everyone through email and assuring that SA 2 Children's QI members get all bulletins, policies, etc. as they come out.	Next meeting: February 18, 2016.	M. Rittel
	SA 3: Dr. Ximenez presented on Parameters for Spiritual Support. Information from previous meeting was disseminated.	Next meeting: November 10, 2015. Dr. Jones will present on State Performance Outcomes Survey training.	B. Levesque
	SA 4: Ms. Mary Bakchacyan and Dr. Lorraine Viade presented a PowerPoint on Parameters for Assessment and Treatment of Co-Occurring Intellectual Disabilities. The Collaborative was created as a response to mental health providers wanting assistance with working with Regional Center clients, and Regional Center workers wanting assistance with working with their clients who are suffering from mental health issues. Information from previous meeting was disseminated.	Next meeting: November 17, 2015. Dr. Jones will present on State Performance Outcomes Survey training on November 10 th 2015.	L. Harvey
	SA 5: Dr. Ximenez presented on Parameters for Spiritual Support. Dr. Jones presented on State Performance Outcomes Survey training.	Next meeting: January 12, 2016.	M. Johnson

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC's Reports & Countywide Children's QIC Report Continued	<p>SA 6: No report</p> <p>SA 7: Information from previous Departmental QIC meeting was disseminated. Dr. Ximenez presented on Parameters for Spiritual Support. On October 20th we had a presentation by two clinicians from the Wellness Center who presented on Spirituality Tool Kit. Also Dr. Jones presented on MHSIP Survey training.</p> <p>SA 8: Dr. Ximenez presented on Parameters for Spiritual Support. QA/QI updates were discussed.</p> <p>Countywide: Dr. Ximenez will present on Parameters for Spiritual Support. Ms. Harvey will provide QI/QA updates.</p>	<p>Next meeting: November 24, 2015.</p> <p>Next meeting: November 18, 2015.</p> <p>Next meeting: November 12, 2015.</p>	<p>A. Banuelos</p> <p>M. Munde</p> <p>D. Mahoney</p>
Clinical Quality Improvement OMD Report	<p>Meaningful Use Pilot is being postponed.</p> <p>Ms. O'Donnell provided an update on the Implementation of the Columbia Suicide Severity Rating Scale (CSSRS). It is still being determined if the draft suicide assessment policy will be a Level 2, (one that contractors would be expected to have). The developer, Kelly Posner, recently hosted a DMH webinar and explained its efficacy and success in another system, Cornerstone and across the Country Plans are in process to develop a further training, which will include Safety Planning. There is also a pediatric version.</p>	<p>The links to the webinar and online training will be made available.</p>	<p>K. Lee</p> <p>M. O'Donnell</p>

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Test Calls Schedule- CY 2015-2016	Dr. Kasarabada explained that there is a correction to the test calls schedule presented by Dr. Joshi at the September QIC meeting. She reviewed the test call schedule handout and explained that this is being revised to meet the current State mandates to submit quarterly test calls updates. She clarified that some of the test call survey forms returned from SAs had missing data/errors that impacts the reliability of the data reported and that for the next year's test calls, both SA liaisons and QID team will have to closely review the survey forms on a weekly basis when they are returned to correct these errors and missing data.		N. Kasarabada
American Sign Language Providers/Hearing Impaired Policy 200.02	Dr. Kasarabada discussed that during a recent review of Provider file for information related to ASL services, errors were noted in the accuracy of information listed on the Provider file. SA QI liaisons were given the list for their specific SA providers with errors and asked to follow up with them to correct this information appropriately on the provider file before the Provider Directory is printed for this year. Dr. Kasarabada also asked SA QIC liaisons to review the services LACDMH has for the hearing impaired as described in Policy 200.02. She explained that these services are available for both Directly Operated and Contract Providers and all providers should be familiar with this policy and procedure to serve hearing impaired consumers with initial requests for Specialty Mental Health Services (SMHS). Dr. Kasarabada also asked SA QI Chairs to review at the next SA QIC meeting the importance of educating front desk staff on the ASL services available at the clinic when they receive calls from public and consumers. She asked them to review this important Cultural Competence item at the next SA QIC meeting.	SA QIC Chairs to review Policy 200.02 and discuss access to hearing impaired interpreter services.	N. Kasarabada

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SA QI Project Update	Dr. Kasarabada explained that Dr. Ximenez completed majority of the Spirituality Parameters trainings at most Service Areas and had also trained individual providers at their site when these requests were made at the SA QIC trainings. These trainings were well received. She reviewed the pre-survey data gathered thus far (N=230) and noted that the data analysis will be revised to separate the clinical and non-clinical staff responses and get a better picture of each individual group.		N. Kasarabada
STATS Report Access	Dr. Kasarabada explained that in response to the recommendation in this year's EQRO final report to grant access to STATS reports to SA QI staff, the Executive Management Team approved access to the STATS reports. Dr. Kasarabada already informed SA District Chiefs that the SA QIC Chairs will be receiving access. She explained that she will be sending this list to Dr. Paul Arns and Dr. Greenless for requesting this access and will notify SA QIC Chairs once they can access these reports.	SA QI Chairs will be receiving access to STATS reports specific to their SA.	N. Kasarabada
MHSIP – November 2015 Survey	Dr. Kasarabada asked the SA QIC Chairs and Co-Chairs if they had any questions on the recent trainings they received for the upcoming November 2015 MHSIP survey. There were no concerns or questions.		N. Kasarabada

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Surveys Completed vs. Returned	Dr. Kasarabada explained that she discussed the definition of “completed” and “returned” MHSIP surveys with the State. The State provided clarification that if a survey has two of the three items completed, they consider this as a “usable” survey and it is included in the total counts for the county “returned” surveys. The surveys with “refusal codes” and no answers on any of the questions are also included in the “returned” surveys count. The State also clarified that they carefully review each survey and when a survey has a refusal code but has some questions answered and completed, the survey is still scanned and data is analyzed.		N. Kasarabada
Drop off to QID/Survey Sample	SA liaisons were reminded regarding the coordination of survey drop off with tally sheets to QID and the deadline for the Nov 2015 MHSIP survey. Regarding the errors encountered in the survey sample requested for printing for individual providers, Dr. Kasarabada explained that the methodology will be changed for the next survey period. Dr. Joshi explained that she will first send the random sample of participating providers to the SA QIC Chairs to verify for accuracy of numbers and age group selected and then coordinate the printing. Another issue raised was to verify if the numbers received by the provider from the printer are consistent with the list QID provided to the printer for printing. There will be a follow up on this issue by QID.	The random sample of providers selected for 2016 MHSIP survey will be reviewed first by SA QIC Chairs.	N. Kasarabada

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Patients' Rights Office (PRO)	<p>PRO is updating Policies "Beneficiary Problem Resolution Process and Request to Change Provider". PRO will be sending two new policies to Compliance, Privacy, & Adult Services Bureau- "Notice of Action and Members Rights and Responsibilities".</p> <p>New reporting form for beneficiary grievances which is sent to DHCS by PRO, is being updated. The Annual Grievance Beneficiary Appeals Report (AGBAR) form will highlight issues of Cultural Appropriate Services, Language Assistance, and Access to services.</p> <p>New Notice of Grievance and Appeal Procedures is being translated. This notice will have to be posted in all threshold languages in the provider lobbies.</p> <p>Minimal change in number of grievance and appeals reported to DHCS this year compared to last year.</p>	<p>Once the policy is completely updated, the Change of Provider Request Form does not need to be in the lobby. This is not required by regulation so we are changing the policy.</p> <p>The final ABGAR form will be shared with QIC once available.</p>	M. Hernandez
Urgent and Non-Urgent Appointment DHS requests to ACCESS	<p>The Appointment Line was creating about 30 urgent appointments per week, and now that all clinics have an electronic scheduling capability the Appointment Line can complete an appointment within 3 to 5 minutes on the phone. Two weeks ago the Appointment Line began accepting routine appointment requests from DHS. We have received about 30 appointment requests from DHS alone within this two week period. These routine appointments will make use of the unused urgent appointment slots. We expect the volume of appointment requests to increase significantly in the new year.</p>		M. Tredinnick

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Cultural Competency Updates	Dr. Chang Ptasinski will recommence her visits to the SA QIC meetings. This month she will be attending SAs 2 (Adult), 3, 7, and 8.	Next CCC meeting: December 9 th 2015. Goals and objectives will be discussed for the upcoming year. Members will be discussing nominations to elect/re-elect the new co-chairs.	S. Chang Ptasinski
Policy Update – Office of Compliance	Mr. Faveau from Compliance Privacy and Audit Services Bureau provided an update on policies and reviewed the handout.		R. Faveau
Handouts:	<ul style="list-style-type: none"> ➤ Service Area Test Calls Schedule CY 2016 ➤ Hearing Impaired Mental Health ACCESS Policy 200.02 ➤ Parameters for Spiritual Support Baseline Survey Summary (N=230) ➤ Annual Grievance and Appeals Report – FY 14-15 ➤ Policy/Procedure Update November 9, 2015 		

Respectfully Submitted,

Naga Kasarabada, Ph.D.